

COMMUNITY SERVICES DIRECTOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan, direct and review the activities and operations of the City's Community Services Department including the Tempe Public Library, Recreation Services, Cultural Services, and Social Services as well as prepare and implement the annual capital improvement program for the department; to coordinate assigned activities with other City departments and outside agencies; and to provide highly responsible, complex administrative support to City management staff and the City Council.

Supervision Received and Exercised:

Receives administrative direction from the City Manager.

Exercises direct supervision over professional, technical, and clerical personnel.

Position Information:

The role of the Community Services Director is to oversee Community and Recreation Services. The Community Services Director is responsible for the management of the Library, the History Museum, the Tempe Center for the Arts, park planning and development, human, cultural, recreational, and social services programming to include; counseling, Kid Zone, diversion programs, Care 7, adapted, special interest classes, sports, aquatics, special events and all related facilities. The Community Services Director is responsible for determining departmental policies; planning long term programs; managing the department's budget and handling complex administrative duties.

In addition, the Community Services Director develops and promotes a solid relationship with the general public; City Council; boards and commissions; various employee groups; other City departments; and other municipalities.

Essential Functions:

Duties may include, but are not limited to, the following:

Community Services Director (continued)

- Administer, plan, and direct the activities of the following divisions / sections / programs: Tempe Public Library, Recreation Services, Cultural Services, and Social Services.
- Advise, consult and provide information to the City Manager regarding the Community Services Department and its programs.
- Ensure quality facilities for youth, adult and recreation programs and services provided to the citizens of Tempe.
- Coordinate and staff appropriate citizen advisory boards to review and improve departmental programs, services, and activities. Make recommendations for improvement to the City Manager, Assistant City Manager and City Council as necessary.
- Responsible for special events hosted by the City of Tempe.
- Develop and implement policies to ensure a safe environment for participants of educational, recreational and special event activities.
- Attract and develop a quality work force of regular and seasonal staff with technical expertise and interpersonal skills.
- Provide leadership and direction in planning and prioritizing tasks, strategic planning initiatives, and upholding the City's stated mission and values.
- Lead the City Manager's initiative to provide focused learning experiences and resources to improve performance and maximize leadership in the workplace.
- Administer and direct comprehensive programs; formulate and recommend policies, regulations and practices for carrying out the program; consult with and advise the City staff to coordinate the various phases of the policies, practices, ordinances and resolutions.
- Direct and participate in meetings with vendors, contractors, and consultants regarding the administration of work and/or contracts.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Confer, advise and/or direct division heads on problems relating to activities within their division.

Community Services Director (continued)

- Facilitate the resolution of employee relation issues as well as represent the City in matters of concern to associations representing City employees.
- Advise and assist the City Manager, department management, and employees in a variety of work related matters including the interpretation and application of policies and processes.
- Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Coordinate activities with those of other City departments and outside agencies and organizations; prepare and present staff reports and other necessary correspondence.
- Make presentations before the City Council and other boards, commissions and community organizations.
- Develop and implement annual Capital Improvement Project (CIP) program for the department including neighborhood park renovations, facility renovations and other projects.
- Supervise and participate in the development and administration of the department budget; direct the forecast of additional funds needed for staffing, equipment materials, and supplies; monitor and approve expenditures; and implement midyear adjustments.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Have a strong commitment to value diversity in the Department and the City.
- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Eight years of increasingly responsible management/administrative experience with expertise in at least one of the following public programming or social services areas:

- Recreation: or
- Human Services; or
- Library Services; or

Community Services Director (continued)

Cultural Services

Education:

A Bachelor's degree from an accredited college or university in business management, public administration, parks and recreation management, sociology/social work, criminal justice, education or a degree related to the core functions of this position; Master's degree preferred.

Licenses/Certifications:

None

Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

Interpersonal skills: Maintain open lines of communication; establish a high degree of trust and credibility; and promote a workforce and environment that represents and values diversity of people and ideas.

Integrity: Abide by a strict code of ethics and behavior; encourage others to behave accordingly; treat others with honesty, fairness and respect; and take responsibility for accomplishing work goals within accepted timeframes.

Professionalism: Maintain composure and deal calmly and effectively in stressful situations; project an appropriate image of self and the organization; and take pride in work and the work of the organization.

Initiative: Work with energy, drive and strong accomplishment orientation; go beyond the routine demands of the jobs; perform effectively with minimal direction; and always strive to succeed and excel.

Customer Service: Understand customer needs; provide prompt, efficient and courteous assistance; follow up with customers; and actively look for ways to improve service.

Planning and Organizing: Approach work in a methodical manner; prioritize tasks and perform accurately and completely; allocate time and resources effectively; and develop contingency plans.

Dependability and Reliability: Responsible and consistent in fulfilling obligations; diligently meets deadlines; and complies with organizational rules, policies and procedures.

Community Services Director (continued)

Willingness to Learn: Develop and maintain knowledge, skills and expertise necessary to achieve positive results; anticipate changes in work demands, participate in training; and seek constant feedback.

Critical and Analytic Thinking: Use inductive and deductive reasoning to perform job successfully; critically review, analyze, compare and interpret information; and quickly understand, orient and learn new assignments.

Teamwork: Accept membership in a team; develop constructive and cooperative working relationships with others; identify goals and values of the team; and bring others together to reconcile differences.

Problem Solving and Decision Making: Ability to identify problems; use logic and analysis to identify and decide on the best solution to resolve the problem; and commit to a solution in a timely manner.

Job Code: 039

Status: Exempt / Unclassified